School Group Attendance
Zoo
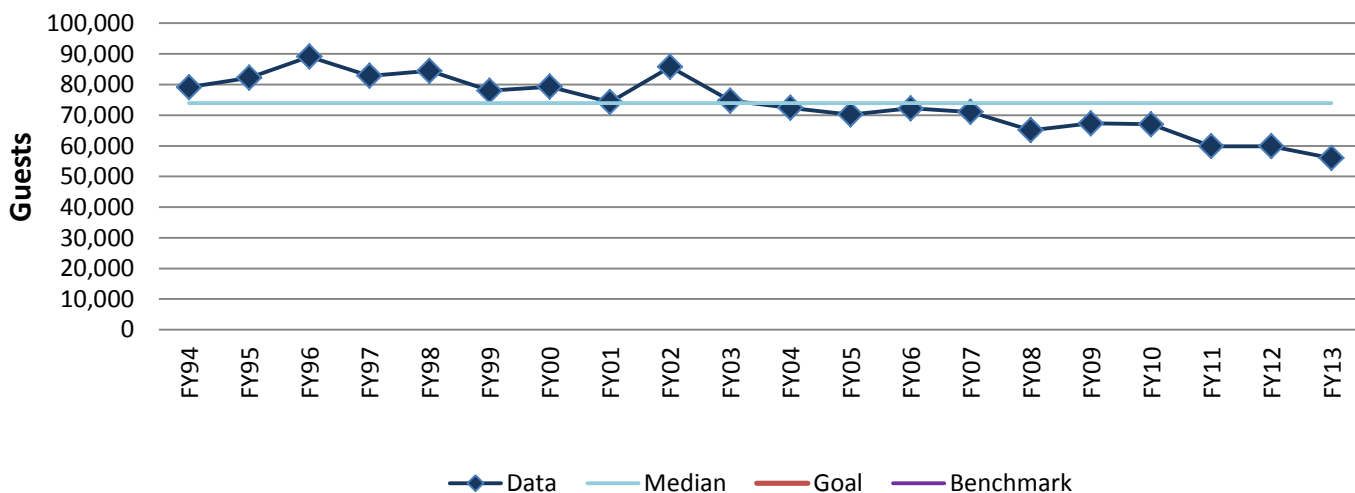
LouieStat

KPI Owner: Marcelle G. and Tom Kaferle   **Process:** Education

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: Increase Zoo Group Attendance Benchmark: TBD	Data Source: Zoo Attendance Report Goal Source: TBD Benchmark Source: TBD	Plan-Do-Check-Act Step is Unclear Measurement Method: The number of school group attendees per school year Why Measure: Encourages a sense of responsibility for animal & plant life Next Improvement Step: Determine a benchmark

How Are We Doing?

FY09-FY13 5 Year Goal	FY09-FY13 5 Year Actual		FY13 Goal	FY13 Actual	
TBD	310,129		N/A	56,023	
Guests	Guests		Guests	Guests	

School Group Attendance

Good

Data   Median   Goal   Benchmark

The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class

---